



Applicant Pack

Project Support Role

January 2025 Recruitment



Applicant Pack

Job Title: Project Support – Energy Advice Team

Location: Plymouth (with flexible/home working options)

Contract Type: Permanent

Hours: Full-Time, 37 hours per week (Monday to Friday, with occasional weekends)

Starting Salary: £23,817.00 - £26,000 per annum, based on experience, with opportunities for progression (subject to review April 2025)

Start Date: As soon as possible

About Plymouth Energy Community

Plymouth Energy Community (PEC) is a pioneering charity and social enterprise committed to creating a fair, affordable, and clean energy system. Our mission focuses on tackling fuel poverty, improving cold and damp homes, and increasing renewable energy generation. As we expand our impact and our organization, we are seeking a compassionate, value-driven, and self-motivated individual to join our team.

Role Overview

As a Project Support in our award-winning Energy Advice team, you will play a crucial role in delivering our fuel poverty, energy efficiency, and community engagement initiatives. This is an excellent opportunity to leverage your customer service and administrative skills in a new, rewarding sector. Working closely with our Energy



Advisors and Project Coordinators, you will support various activities working the National Lottery and other funders, that make a tangible difference in the community.

You will be responsible for:

- **Energy Advice Support:** Assist in providing energy advice and managing casework.
- **Hub Engagement:** Welcome and advise residents at our new city-centre Hub.
- **Field Support:** Accompany advisors on home visits and deliver energy-saving measures.
- **Community Outreach:** Support community engagement activities across Plymouth.
- **Support Calls:** Conduct initial assessments on our general telephone advice line.
- **Event Coordination:** Organize events and drop-in sessions with community partners.
- **Resident Communication:** Maintain regular contact with residents involved in our projects.
- **Case Management:** Record accurate case notes in PEC's CRM system, Microsoft Dynamics.
- **Administrative Assistance:** Provide support for project monitoring, reporting, and document management.
- **Advocacy and Representation:** Represent PEC's mission and contribute to our organizational goals.
- **Systems Support:** Aid in the implementation and improvement of PEC's systems and processes.

About You:

We are looking for a team player who is:

- Compassionate and inclusive, with a passion for supporting people and improving their circumstances.
- Skilled in customer service with a keen attention to detail.
- Capable of managing multiple priorities independently and effectively.
- Comfortable working remotely and traveling frequently within Plymouth.
- Open to feedback and dedicated to continuous improvement.
- Interested in the day-to-day management of energy advice and community engagement.

What We Offer:

- **Leave:** 25 days per annum plus bank holidays, with an additional day per year up to 5 years.
- **Flexible Working:** Full-time hours (37 per week) with flexibility.
- **Health and Wellbeing:** Health and wellbeing cash plan and a 24/7 confidential employee support service.
- **Pension:** Ethical pension scheme with a 5% salary contribution matched by PEC.
- **Family Support:** Enhanced maternity and paternity pay.
- **Life Assurance:** Death in Service benefit – 4x annual salary.
- **Training and Development:** Comprehensive training and development opportunities.

Application Process:



To apply, please submit the following:

- CV: Include your past and current salary level.
- Covering Letter: Detail your reasons for applying, the skills you bring, and why you would succeed in this role.

Apply via the link: [Apply Here](#)

Application Deadline: 08:00 Monday 17th March

Interviews: Scheduled for w/c 31st March

Further Information:

For more about us, visit [Plymouth Energy Community](#).

If you require this information in a larger font or wish to discuss the role informally, please contact us at 01752 477117 or email pecrecruitment@plymouthenergycommunity.com.



About Plymouth Energy Community

Plymouth Energy Community (PEC) is a multi, award-winning charity and a social enterprise, with a cooperative ethos. PEC's mission is to empower our community to create a fair, affordable, zero carbon energy system with local people at its heart. We are a family of community led organisations bringing forward a range of projects that: bring local people together to tackle fuel poverty and the climate crisis, increase local ownership and influence over local energy solutions; improve community confidence to engage in the zero-carbon transition; and enable people to heat and power their homes affordably.

In 2024 we:

- Supported 1,764 households through casework and negotiated £1,118,370 of total benefits, savings, and grants - putting money back into the pockets of Plymouth people
- Provided retrofit advice to 181 households
- Saved community organisations and schools £214,369 on their energy bills
- Gave 540 primary school children opportunities to learn more about solar power through our Solar Schools programme
- Grew our staff team to 33

PEC is working with local businesses to deliver a pipeline of over 14MWs of new solar arrays; models for community owned renewable heat and providing a domestic energy advice service for those at risk of fuel poverty. In addition, it supports the local authority to administer Government grants to support households during the energy crisis and works closely with local creatives to give Plymouth a profile in Climate Action. PEC has also established a community led housing developer, to focus on the innovation required to deliver affordable homes in a way that is consistent with the UK's carbon reduction targets.

PEC is powered by a passionate and highly skilled team. Resumes for current team members are found [here](#).

PEC Trust (t/a Plymouth Energy Community) is a charitable company limited by guarantee, with cooperative principles built into its articles. The PEC Family also includes PEC Renewables Ltd, and a Community Land Trust called PEC Homes Ltd. Both are established independent Community Benefit Societies. The successful applicant will be working under the care of community representatives acting as Trustees and Directors on these boards.



Our Purpose, Values & Principles

Our Purpose is to put local people at the heart of a fair affordable, low carbon energy system.

Our Mission:

- To connect local people, government, and other organisations to speed up positive change on fuel poverty and the climate crisis.
- To increase local ownership, influence, and confidence over local energy solutions
- To enable our city to reduce its energy requirements and help local people heat and power their homes affordably.
- To ensure our activities benefit the fuel poor and most vulnerable.
- To reduce greenhouse gas emissions
- To support our own wellbeing and development, so we can better support our community.

Our Values and Principles:

Collaboration: We are approachable and listen carefully to foster solid relationships with our team, community members, local organisations, and the wider energy sector. We welcome a variety of skills and perspectives and support people to make an impact.

Transparency and integrity: We are open about what we are trying to achieve and actively share what we learn. We value the process, celebrate successes and are accountable for the impacts of our actions.

Care, compassion, and respect: Our care for the wellbeing of people and the environment, means that we cultivate respectful attitudes, listen, and respond to each other's needs and the needs of the community.

Community autonomy and benefit: We are accountable to our community members and all profits go to benefit local action on climate change and fuel poverty.

Equity: We offer meaningful opportunities for all to participate.

Passion and dynamism: We take pride in what we do. We act professionally with passion and enthusiasm.

Connection and support: We connect to the lived experience of the people we support, and those in our team, and adapt accordingly to ensure needs are met to improve wellbeing and offer meaningful and rewarding ways to contribute.



Project Support Role Profile

Purpose of role:

To support PEC's Project Managers, Coordinators and Energy Advisors in the delivery and administration of a broad range of fuel poverty, energy efficiency, renewable energy, and community engagement projects.

Responsibilities & accountabilities:

- Supporting Project Managers and Coordinators with the logistics of delivering existing programmes of work.
- Working alongside PEC's Energy Advisors, Retrofit Assessors, Retrofit Coordinators and PEC's supply chain partners to support residents, to improve their home and increase confidence in managing risk of fuel poverty and its impacts on wellbeing.
- Maintaining up to date project and client records.
- Collation of information for the drafting of funding bids and/ or reports.
- Maintaining relationships with communities, contractors, funders, and partners.
- Supporting the delivery of project meetings and events.
- Acting as an advocate for Plymouth Energy Community and contributing to its overall aims.
- Supporting the implementation and evolution of PEC's organisational systems e.g. care and support, decision making, IT and others.

The role will be accountable a range of project teams and working groups and line managed by a Project Coordinator or Project Manager, All Plymouth Energy Community staff are expected to work in support of our Mission and Purpose and to do this in a manner consistent with our Values and Principles; and organisational policies. All team members are expected to ensure they contribute positively to equality, diversity, and inclusion in all aspects of working life at PEC and show a personal commitment to personal and professional development.

Person Specification

Attributes and qualities - essential criteria:

- Clear ambition to work in the 'Net Zero' sector and an interest in community energy.
- An appetite to learn new skills.
- Friendly, with excellent interpersonal skills and a sympathetic manner.
- A flexible and collaborative approach to teamwork.
- Methodical, organised, and self-motivated and with the ability to problem solve.



- A strong administrator, comfortable and competent in data handling and processing data electronically, with good attention to detail.
- Methodical, organised, and self-motivated.
- Able to thrive in a fast-changing environment.

Attributes and qualities - desirable criteria:

- Friendly, with excellent interpersonal skills and a sympathetic manner.
- Empathic with a strong interest in helping people.
- Able to work well and provide leadership in a team.
- Able to remain calm and solution focused when supporting residents in vulnerable circumstances, who may be distressed.
- Proactively identifies potential issues and offers solutions.

Skills and experience - essential criteria:

- Three A Levels at grade A–C or NVQ in relevant subject, or relevant work experience.
- Experience of:
 - Project administration or business support functions such as human resources or finance.
 - Delivering in a high-quality customer service environment.
 - Conducting high quality tasks accurately and in a fast-paced environment.
 - Supporting colleagues and team members to meet agreed deadlines and targets.
 - Providing information accessibly in person, on the phone and by other media.
- A competent user of Microsoft Office (Word, Excel, and Outlook) and electronic data management systems.

Skills and experience - desirable criteria:

Experience of:

- Energy efficiency or home improvement projects.
- Providing advice to residents or clients.

Location:

The role is based in Plymouth, but with significant elements of flexible/home working.